

**GOVERNMENT OF KARNATAKA**

**DEPARTMENT OF SAINIK WELFARE AN RESETTLEMENT**

**CITIZENS CHARTER**

**Vision**

1. The Department of Sainik Welfare and Resettlement is entrusted with the noble task by Kendriya Sainik Board, Delhi with the cordination of Government of Karnataka State for looking after the welfare and resettlement of ex-servicemen, war bereaved families, disabled soldiers, serving defence personnel and their dependants.

The Department is immensely pleased in presenting the CITIZENS CHARTER to the ex-servicemen community of the State with an objective of providing prompt and efficient and timely service to the ex-servicemen and their dependents.

**2. Mission**

(a). The Department always assures the best service delivery system to the ex-servicemen/dependents of ex-servicemen with commitment and dedication. In extending the service, this departments has to follow as per the policy / instructions/ guidelines of Central Government also due to its equal share. Changes in the policy matter from time to time will also be taken into consideration while execution of the procedural aqtivities.

(b) The ex-servicemen/dependents of ex-servicemen have every right to demand the services of the standards prescribed and commitments made in the Charter. The CITIZENS CHARTER deals with the following major services with largest public inter face.

(c) To give top priority will be given in extending resettlement benefits from the State Government in respect of the Next of Kin of Battle Casualty cases.

(d) As per the guildelines from the government, the Ist and IIIrd Saturday of each month are being observed as Public Grievance day . In special cases there is no bound and accept the grievances and attended to.

**3. Main Service and Transactions**

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|----|--|--|---|
| 1. | Origin of the Department                     | The Department was established in 1963 |   |
| 2. | Functions                                    | 1.                                     | Registration for employment   |
|    |  | 2.                                     | Self employment assistance to ex-servicemen   |
|    |  | 3.                                     | Census of ex-servicemen/widows  |
|    |  | 4.                                     | Liaison with State Govt, Dist Administration, Records Offices/Military authorities, Recruiting Organisations, Central Govt, Ministry of Defence, Service Headquarters, Pension disbursing authorities regarding welfare matters pertaining to ex-servicemen and families. |
|    |  | 5.                                     | Dissemination of Information on welfare matters.  |
|    |  | 6.                                     | Operating Welfare Fund, Special Fund, Flag Day Fund, Governor's Defence Fund.   |
|    |  | 7.                                     | Extending benefits to Battle Casualties, war disabled personnel, Gallantry/non-gallantry award winners.   |
|    |  | 8.                                     | Disbursement of Scholarships and Book Grants.   |
|    |  | 9.                                     | Collection of Armed Forces Flag Day Fund.   |
|    |  | 10.                                    | Advice Civil administration on welfare matters pertaining to ex-servicemen and families.  |
|    |  | 11.                                    | Running of military Boys/Girls Hostels and Sainik Rest Houses (Aramgarh).   |
|    |  | 12.                                    | Organizing various meeting, seminars, rallies etc.  |
| 3. | Acts and Rules implemented by the Department | 1.                                     | Karnataka Rajya Sainik Welfare Fund Administration Rules 1983.  |
|    |  | 2.                                     | Rules and Regulations of Special Fund 1982.   |
|    |  | 3.                                     | The Karnataka Governor's Defence Fund Administrations) Rules 1992.  |
|    |  | 4.                                     | Admission to Military Boys hostel Rules 1992.   |
|    |  | 5.                                     | Rules for Sainik Rest Houses (Aramgarh).  |

#### 4. Service Standards

| Sl/ No | Service  | Documents to be enclosed   | Time limit for providing service  | Remarks  |
|--------|--|--|-----------------------------------|----------|
| 1.     | Issue of Identity Card   | 1. Discharge Book  | On submission of proper documents | Same day |
|        |  | 2. Pension payment Order<br>3. NOC in case of residents of other dist/State<br>4. 3 stamp size photographs   | -do-                              | -do-     |
| 2.     | Employment Registration  | 1. Identity Card<br>2. Discharge Book<br>3. Pension Payment order<br>4. Education Certificate<br>5. NOC in case of other ZSB/RSB   | -do-                              | -do-     |
| 3.     | CET Certificate  | 1. Application<br>2. Discharge Certificate<br>3. Education certificate of both (ex servicemen/wards)   | -do-                              | -do-     |
| 4.     | BDA/Urban Dev Authy Application endorsement  | 1. Application<br>2. ID Card<br>3. Discharge Certificate<br>4. Residential proof   | -do-                              | -do-     |
| 5.     | Grant of World War II Honorarium to ex-servicemen                                  | 1. Discharge Certificate<br>2. Id Card<br>3. Affidavit<br>4. Character Certificates<br>5. Joint/Single Photographs<br>6. Proof for Permanent resident of Karnataka.              | -do-                              | -do-     |
| 6.     | Grant of World War II Honorarium to widow  | 1. Discharge Certificate<br>2. ID Card.<br>3. Affidavit<br>4. Character Certificates<br>5. Photographs<br>6. Husband's death certificate<br>7. Husband's Sanction order of WW-II | -do-                              | -do-     |
| 7.     | Death Relief Grant   | 1. Discharge certificate<br>2. ID Card<br>3. Death certificate of ex-servicemen<br>4. Relationship with ex-servicemen (proof)  | -do-                              | -do-     |
| 8.     | Annual Maintenance Grant for penury cases  | 1. Discharge certificate<br>2. ID Card<br>3. Income Proof  | -do-                              | -do-     |
| 9.     | Financial Assistance FA for medical  | 1. Discharge certificate<br>2. ID Card<br>3. Income Proof along with prescription and cash bills   | -do-                              | -do-     |
| 10.    | Cash grants for Gallantry/ Non-gallantry   | 1. Citation and Gazette Notifn<br>2. School Leaving certificate<br>3. Proof for Permanent resident of Karnataka  | -do-                              | -do-     |
| 11.    | War Award  | 1. Certificate from the Unit/Records<br>2. Certificate from Tehsildar regarding non-allotment of land  | -do-                              | -do-     |
| 12.    | 1.Scholarship/ Book Grant<br>2. Gen KS Thimmaiah Merit scholarship for Boys/ Girls | 1. Prescribed application form<br>2. Discharge certificate<br>3. ID Card<br>4. School leaving certificate of ESM<br>5. SSLC/PUC marks Card of wards                              | -do-                              | -do-     |

|     |   |   |      |      |
|-----|---|---|------|------|
| 13. | Publication for Part II orders                    | 1. Application to record office<br>2. Birth/Death certificate<br>3. marriage certificate                          | -do- | -do- |
| 14. | Endorsement of Family pension of living pensioner | 1. Prescribed application<br>2. Joint photograph (4 copies)<br>3. Marriage Certificate/affidavit where applicable | -do- | -do- |
| 15. | Issue of Duplicate Discharge Certificate          | 1. Application to the Record Office.<br>2. Joint photographs (2 copies).<br>3. Police FIR                         | -do- | -do- |
| 16. | Issue of Duplicate Identity Card                  | 1. Police FIR.<br>2. Discharge Cert<br>3. Application<br>4. 2 stamp size photograph and penalty of Rs 50/-        | -do- | -do- |

5. **Grievance redressal mechanism**

**Help Desk**

- (a) For on the spot guidance and assistance about the facilities ex-servicemen/dependants may contact HELP DESK at the entrance of office or the Superintendent.
- (b) All prescribed application forms are available at the Help Desk free of cost.
- (c) For suggestion/feedback of the citizens based on their experience in the office, a suggestion box is installed. This box will be opened by the Joint/Deputy Director regularly and action will be taken wherever necessary.
- (d) On receipt of the application, acknowledgment will be issued.
- (e) Public Grievances Register is maintained at the Help Desk to enable the public to register their complaints/grievances. These will be attended promptly.

6. **List of Stake Holders/ (ORGANISATION SET-UP-OF DEPT OF SAINIK WELFARE & RESETTLEMENT))**

The department is headed by the Director and has 13 Zilla Sainik Offices covering 30 districts of the state. DSWR (HQ) has a Joint Director and Asst Director, Zilla Sainik Offices are headed by Joint/Deputy Director. In spite of shortage of man power in the Department on one side and ever increasing number of ex-servicemen on the other the staff is dedicated to provide quality service working overtime.

**Directorate**

| S/No | Name & Designation of the Nodal Officer and address of the Office and jurisdictional districts   | Number of District comes under ZSB | Telephone Number and Email ID  |
|------|--|------------------------------------|--|
|      | SRI P B SHETTI (In charge)<br>Director (HQs)<br>Directorate<br>Dept of Sainik Welfare & Resettlement<br>Field Marshal KM Cariappa Bhavan 58, Field Marshal KM Cariappa Road, Bangalore – 560 025 | Entire State                       | Tele : 080-25589459<br>E-mail : <a href="mailto:dirdswrblr@gmail.com">dirdswrblr@gmail.com</a> |

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|---|--|--|
| <p>SRI PB Shetti<br/>Joint Director (HQs)<br/>Directorate<br/>Dept of Sainik Welfare &amp;<br/>Resettlement<br/>Field Marshal KM<br/>Cariappa Bhavan 58, Field<br/>Marshal KM Cariappa<br/>Road, Bangalore – 560 025</p> <p>Shri E Kumar<br/>Assiastant Director<br/>Directorate<br/>Dept of Sainik Welfare &amp;<br/>Resettlement<br/>Field Marshal KM<br/>Cariappa Bhavan 58, Field<br/>Marshal KM Cariappa<br/>Road, Bangalore – 560 025</p> |  |  |
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**ZILLA SAINIK OFFICES**

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|----|--|--|--|
| 1. | <p>Maj (Retd) R S Vishwanath<br/>Joint Director<br/>Office of the Joint Director<br/>Dept of Sainik Welfare &amp;<br/>Resettlement(Bangalore<br/>Urban Dist)<br/>Field Marshal KM Cariappa<br/>Bhavan,<br/>No 58,Field Marshal KM<br/>Cariappa Road, Bangalore –<br/>560 025</p>         | <p>Bangalore<br/>Urban</p>   | <p>Tele : 080-25585119<br/>E-mail : <a href="mailto:sainikblr@rediffmail.com">sainikblr@rediffmail.com</a></p>         |
| 2. | <p>Maj (Retd) R S Vishwanath<br/>Deputy Director (Incharge)<br/>Office of the Joint Director<br/>Dept of Sainik Welfare &amp;<br/>Resettlement(Bangalore<br/>Rural Dist) Field Marshal<br/>KM Cariappa Bhavan,<br/>No 58,Field Marshal KM<br/>Cariappa Road, Bangalore –<br/>560 025</p> | <p>Bangalore<br/>Rural,<br/>Chikkaballapur,<br/>Kolar,<br/>Ramnagar &amp;<br/>Tumkur</p> | <p>Tele : 080-25588718<br/>Email :-<br/><a href="mailto:sainikrural@rediffmail.com">sainikrural@rediffmail.com</a></p> |
| 3. | <p>Maj (Retd) SHIVAJI M<br/>TUKKAR<br/>Deputy Director<br/>Office of the Deputy<br/>Director<br/>Dept of Sainik Welfare &amp;<br/>Resettlement<br/>Dist Administration<br/>Building Ground Floor<br/>(Near Post Office) Bagalkot</p>   | <p>Bagalkot and<br/>Koppal Dists</p>   | <p>Tele-08354-235434<br/>E-mail :<br/><a href="mailto:bagalkot.dswr4@gmail.com">bagalkot.dswr4@gmail.com</a></p>       |

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| 4.  | SRI M S LOLAKSHA<br>Joint Director<br>Office of the Joint Director<br>Dept of Sainik Welfare &<br>Resettlement<br>Court Complex<br>Belgaum – 590 002   | Belgaum<br>Dists                                | Tele : 0831-2469341<br>E-mail :<br><a href="mailto:sainikwelfare_belgaum@yahoo.in">sainikwelfare_belgaum@yahoo.in</a>       |
| 5.  | Dr DODDAPPA HUGAR<br>Deputy Director (Incharge)<br>Office of the Deputy<br>Director<br>Dept of Sainik Welfare &<br>Resettlement<br>District Office Building<br>Bijapur – 586 101                             | Bijapur Dists                                   | Tele : 08352-250913<br>E-mail :<br><a href="mailto:sainikwelfare_bijapur@yahoo.co.in">sainikwelfare_bijapur@yahoo.co.in</a> |
| 6.  | Wing Cdr (Retd)<br>ESHWAR KODALLI<br>Deputy Director<br>Office of the Deputy<br>Director<br>Dept of Sainik Welfare &<br>Resettlement<br>DC's Office Compound<br>Dharwad – 580 001                            | Dharwad<br>Haveri<br>Bellary<br>Gadag<br>Dists  | Tele : 0836-2440176<br>Email :-<br><a href="mailto:sainikwelfarewd@yahoo.com">sainikwelfarewd@yahoo.com</a>                 |
| 7.  | Dr DODDAPPA HUGAR<br>Deputy Director<br>Office of the Deputy<br>Director<br>Dept of Sainik Welfare &<br>Resettlement<br>Vikas Bhavan Complex<br>(Mini Vidhana Soudha)<br>Station Road, Gulbarga –<br>585 102 | Gulbarga<br>Bidar<br>Raichur<br>Yadgir<br>Dists | Tele : 08472-225003<br>E-mail :<br><a href="mailto:sainikwelfareglb@yahoo.com">sainikwelfareglb@yahoo.com</a>               |
| 8.  | In-Charge<br>Deputy Director<br>Office of the Deputy<br>Director, Dept of Sainik<br>Welfare & Resettlement<br>'Shree Vasvi Nilay'<br>Shankaripuram,<br>Ist Cross, B M Road,<br>Hassan – 573 201              | Hasan and<br>Chikkamagalur<br>Dists             | Tele – 08172-250465<br>E-mail :<br><a href="mailto:sainikalyanhassan@in.com">sainikalyanhassan@in.com</a>                   |
| 9   | Ku Induprbha V<br>Deputy Director<br>Office of the Deputy<br>Director Dept of Sainik<br>Welfare & Resettlement<br>M. G. Road Karwar, Uttara<br>Kannada District – 581 301                                    | Uttara<br>Kannada<br>Dists                      | Tele : 08382-226538<br>Email :-<br><a href="mailto:sainik.kwr@gmail.com">sainik.kwr@gmail.com</a>                           |
| 10. | Shri B R SHETTY<br>Joint Director<br>Office of the Joint Director<br>Dept of Sainik Welfare &<br>Resettlement<br>Canara Bank Building,<br>Main Road<br>Madikeri – 571 201                                    | Kodagu  | Tele : 08272-229866<br>Email :-<br><a href="mailto:Jtdirectordswrmdk@yahoo.com">Jtdirectordswrmdk@yahoo.com</a>             |

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| 11. | Dr N S Prakash<br>Joint Director<br>Office of the Joint Director<br>Dept of Sainik Welfare &<br>Resettlement<br>Sainik Resthouse Building<br>Vorva Stores<br>Ashok Nagar post<br>Mangalore-575 006         | Dakshina<br>Kannada<br>Udupi         | Tele : 0824-2450933<br>Email :- <a href="mailto:dydirswrmlor@gmail.com">dydirswrmlor@gmail.com</a>  |
| 12. | Dr JR Balasubramnyam<br>Deputy Director<br>Office of the Deputy<br>Director<br>Dept of Sainik Welfare &<br>Resettlement<br>SqN Ldr AB Devaiah<br>Bhavan, Near DC's Office<br>Mysore – 570 005              | Mysore<br>Mandya<br>Chamarajanagar   | Tele : 0821-2425240<br>Email :-<br><a href="mailto:sainiklyanmysore@in.com">sainiklyanmysore@in.com</a><br><a href="mailto:sainikwelfare_mysore@gmail.com">sainikwelfare_mysore@gmail.com</a> |
| 13. | Lt Col (Retd)<br>GEETA MAHABAL<br>SHETTY<br>Deputy Director<br>Office of the Deputy<br>Director Dept of Sainik<br>Welfare & Resettlement<br>K. Balaraj Urs Road<br>Near DC's Residence<br>Shimoga- 577 201 | Shimoga<br>Chitradurga<br>Davanagere | Tele : 08182-220925<br>E-mail :<br><a href="mailto:soldiers_shimog@rediffmail.com">soldiers_shimog@rediffmail.com</a>   |

#### 7. PUBLIC GRIEVANCES AND COMPLAINTS.

For the redressal of the grievances, ex-servicemen/dependants are requested to contact the NODAL OFFICER (Public Relations and Grievances Officer) whose name and telephone numbers are indicated below. The Department Nodal Officer (Public Relations and Grievances) will acknowledge/respond to your grievances immediately. Suitable action on the complaint will be taken depending upon its nature.

If the ex-servicemen/dependants are not satisfied with the service/complaint redressal rendered by the above mechanism, they are welcome to contact the State Nodal Officer whose name and address is given below:-

Shri Premkumar B Shetti  
Joint Director (HQs)/Now Director i/c  
Department of Sanik Welfare & Resettlement  
Fd Marshal KM Cariappa Bhawan,  
No-58, Fd Marshal km Cariappa Road,, Bangalore-560 025

Tele-080-25589459

#### 8. Expectation form Service Receipts (Obligation of the Ex Servicemen/Dependents)

Ex-servicemen/dependants can avail the services mentioned above from the Department by complying with the procedure indicated at Sl No. 1. For any assistance they can contact the Nodal Officer and avoid middlemen, unscrupulous associations, touts and unauthorized persons. If any officials demands, illegal gratification the same should be reported to the Nodal Officer/Head of the Office/The Joint Director/Deputy Director in writing.

#### SERVICE BEFORE SELF

Director  
Department of Sainik Welfare and Resettlement  
Fd Marhsal KM Cariappa Bhawan,  
No-58, Fd marshal KM Cariappa Road  
Bangalore-560 025